



City of San Diego

Public Utilities Department Customer Service Office Preliminary Statement of Work (SOW)

April 27, 2011
REVISED VERSION

AGENDA

- Purpose of Preliminary Statement of Work
- Current Services Provided
- Performance Standards
- Next steps



PURPOSE

“The purpose of the Preliminary SOW is to document the services levels associated with the delivery of the function(s) selected for competition. The service levels will be based on current status and/or what the City is required to perform per existing Ordinance.”

Managed Competition Guide

The Preliminary SOW will include:

- Description of the function(s) to be competitively sourced
- Current or budgeted service levels associated with the function(s) selected for competition



City of San Diego



PURPOSE

The Preliminary SOW:

- Allows public comment and Council approval of those service levels, or alternative ones, setting the foundation upon which the full SOW will be built; and
- Ensures no unintended degradation in service levels as a result of managed competition.



CURRENT SERVICES

- Operates an in-house public utility customer service operation
- Provides a variety of services, such as:
 - Water/Sewer Utility Billing Services
 - Utility Call Center and Customer Care Services
 - Water/Sewer Emergency Repair Reporting Services
 - Utility Bill First Level Delinquent Account Collections
 - Payment Processing Services
 - Administration Services





CURRENT PERFORMANCE STANDARDS



Current Performance Measures	Current Service Level
Average # of days to complete customer-requested investigations, including notification back to the customer	7.4 days
% of Call Center and Water Repair Staff Availability	85%
% of Incoming US mailed remittance processed within the same business day	96%
% of Customer Complaints resolved in ≤ 13 Business Days	79%
% of Bills issued within 3 business days of receipt of actual read	98%



CURRENT PERFORMANCE STANDARDS (Cont'd)



Current Performance Measures	Current Service Level
% of Processed and deposited customer payments to the City's bank within the same business day of receipt	96%
% of Electronic copies made of checks and payment stubs received from customers and retained for 3 years	100%
% of Water repair and emergency phone calls responded to within 30 seconds of receipt during business hours	79%
Answer customer information calls within 60 seconds of receipt	55%
% of Payments collected on outstanding bills within 2 years of billing	100%

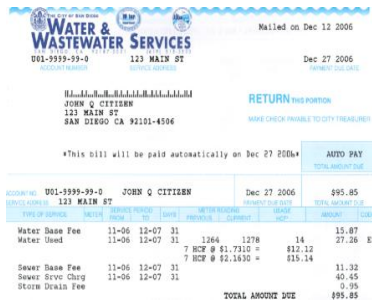


CURRENT PERFORMANCE STANDARDS (Cont'd)



Current Performance Measures	Current Service Level
% of Value of service billed collected within 12 months	96%
% of Business & Rental Unit Business Tax and SAP AR Invoice remittances processed within one (1) business day of receipt	90%
Customer Service Office Post-Call Survey Customer Satisfaction Rate	90%
<i>% of Average amount collected in 30 days</i>	89%
<i>% of Average amount collected in 60 days</i>	97.8%
<i>% of Average amount collected in 90 days</i>	98.8%





Services and Locations, Hours of Operation and Accepted Forms of Payments

#	Services and Locations	Hours of Operation	Payment Type
1	Public Utilities Department at 600 B Street Section Administration Clerical Support Exception Billing Unit Collection Unit Emergency Repair (starts at 7:00 AM) Customer Information/Call Center Payment Processing Unit (ends at 4:00 PM)	Monday to Friday 7:30 AM – 5:00 PM	Check only (by mail or in person)
2	After Hours Emergency Repair Handled by Station 38 and Fire Dispatch	Monday to Friday 7:00 PM – 7:00 AM	NA
3	Civic Center Plaza Building at 1200 Third Avenue	Monday to Friday 8:00 AM – 5:00 PM	Check, MasterCard and Visa
4	IPay Internet Bill Pay Service	24/7	Automated Clearing House (ACH)
5	Automatic Payment Service	NA	Paid automatically from a checking account after each billing period
6	USA Checks Cashed (seven locations: San Diego, National City, Chula Vista and Spring Valley)	Vary by location	Checks, MasterCard, Visa and Money Order

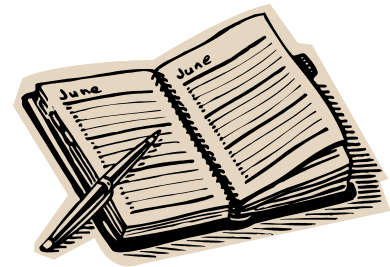


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Next Steps After Council Approval

- Develop Statement of Work, involving represented employees, and Request for Proposal
(May 2011 – September 2011)
- Advertise, issue, and post RFP (September 2011)
- Receive proposals (November 2011)
- MCIRB evaluation of proposals (December 2011-February 2012)
- If Mayor recommends awarding to an outside bidder, meet & confer with labor (Unknown duration)
- Recommendation to Council (TBD)



Questions?



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